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PATENT  
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

~~Carl Schoeneberger et al.~~

Serial No.: 10/632,615

Filed: July 31, 2003

For: **CONTACT CENTER  
ARCHITECTURE**

) Group Art Unit: 2661

) Examiner:

) **TRANSMITTAL LETTER**

) 162 N. Wolfe Road  
) Sunnyvale, CA 94086  
) (408) 530-9700

) Customer No.: 28960

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Supplemental Information Disclosure Statement, and Form PTO-1449, including a copy of the reference contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 9-2-04

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.

Date: 9-3-04 By: John D. Rocco



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In re Application of:	)	Group Art: 2661
Carl Schoeneberger et al.	)	Examiner:
Serial No.: 10/632,615	)	<b><u>CERTIFICATION FOR</u></b>
Filed: July 31, 2003	)	<b><u>SUPPLEMENTAL</u></b>
For: <b>CONTACT CENTER</b>	)	<b><u>INFORMATION DISCLOSURE</u></b>
<b>ARCHITECTURE</b>	)	<b><u>STATEMENT UNDER 37 CFR § 1.97(e)</u></b>
	)	162 North Wolfe Road
	)	Sunnyvale, CA 94086
	)	(408) 530-9700

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

**Certification**

I hereby certify that the attached reference contained in this supplemental information disclosure statement was cited within an International Preliminary Examination Report (IPER) mailed on August 2, 2004. **Accordingly, the reference contained in the supplemental information disclosure statement was cited in a communication from a foreign patent office in a counterpart application not more than three months prior to the filing of the statement. 37 C.F.R. 1.97(e)(1).**

**Identification of Person Making Certification**

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 9-2-04

By: Thomas B. Haverstock

Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

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- 2 -

HAVERSTOCK & OWENS LLP.

Date: 9-3-04

By: John A. Owens



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Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	Group Art Unit: 2661
Carl Schoeneberger et al.	)	Examiner:
Serial No.: 10/632,615	)	<b><u>SUPPLEMENTAL INFORMATION</u></b>
Filed: July 31, 2003	)	<b><u>DISCLOSURE STATEMENT</u></b>
For: <b>CONTACT CENTER</b>	)	162 N. Wolfe Road
<b>ARCHITECTURE</b>	)	Sunnyvale, CA 94086
	)	(408) 530-9700

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation listed below, copy attached, may be material to the examination of the above-identified application, and is therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make this citation of official record in this application.

Applicants have become aware of the following printed publication which may be material to the examination of this application:

- U.S. Patent No. 6,366,577 B1

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 9-2-04

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

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- 2 -

HAVERSTOCK & OWENS LLP.

Date: 9-3-04 By: John D. Larson

FORM PTO-1449  
(Modified)

SEP 07 2004

U.S. Department of Commerce  
Patent and Trademark Office

Attorney Docket No.: NUASI-00101

Serial No.: 10/632,615

## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use Several Sheets If Necessary)

Applicants: Carl Schoeneberger et al.

(37 CFR § 1.98(b))

Filing Date: July 31, 2003

Group Art Unit: 2661

## U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	6,366,577 B1	04/02/02	Donovan	370	352	06/02/00
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						

## FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AP							
	AQ							
	AR							
	AS							
	AT							

## OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	
	BA	

Examiner:

Date Considered:

EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.